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Annual Report

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1999-2000

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Contents

Preface	2
Minister's Accountability Statement	3
Message from the Minister	4
Management's Responsibility for Reporting	6
Overview	7
Highlights	7
Financial Highlights	9
Ministry Entities	11
Operational Overview	12
Deputy Minister's Message	14
Results Analysis	15
Core Business 1 - Registries	15
Goals and Activities	15
Performance Measures	20
Core Business 2 - Consumer Affairs	23
Goals and Activities	23
Performance Measures	27
Regulatory Review	28
Future Challenges	30
Report of the Auditor General	31
Financial Statements	32
Other Financial Information	50
Acts Administered by Alberta Government Services	51
Index of all Government Entities	52
Entities not included in the Consolidated Government Reporting Entity	54
Government Organization Changes: 1999-2000	55

Preface

The Public Accounts of Alberta are prepared in accordance with the Financial Administration Act and the Government Accountability Act. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 18 Ministries.

The annual report of the Government of Alberta released in June contains the Provincial Treasurer's accountability statement, the consolidated financial statements of the Province and a comparison of the actual performance results to desired results set out in the government's business plan, including the *Measuring Up* report.

This annual report of the Ministry of Government Services contains the Minister's accountability statement, the audited financial statements of the Ministry and a comparison of actual performance results to desired results set out in the Ministry business plan. This Ministry annual report also includes financial information as required by the Financial Administration Act and Government Accountability Act, either as separate reports or as part of financial statements, to the extent that the Ministry has anything to report.

Minister's Accountability Statement

The Ministry's Annual Report for the year ended March 31, 2000 was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as at September 1, 2000 with material, economic or fiscal implications of which I am aware have been considered in the preparation of this report.

Patricia L. Nelson
Minister of Government Services

Date: September 1, 2000

Message from the Minister

I am pleased to present to Albertans the first public accounting of the new Ministry of Government Services – its 1999-2000 Annual Report.

A Look Back

Fiscal 1999-2000 was a time of incredible change for the Government of Alberta, and particularly for the Ministry of Government Services, which came into existence in May 1999 as part of the overall provincial government reorganization. The Ministry was established with a mandate to better meet Albertans' growing needs and expectations for more flexible and convenient access to government.

An initial challenge for Government Services was to establish a new, cohesive Ministry out of Alberta Registries and Consumer Affairs, both formerly of the Ministry of Municipal Affairs. The Ministry's new organizational structure effectively combines functions to achieve the mission of ensuring a fair marketplace, guaranteeing a high-quality and accessible registry information service for Albertans, and maintaining a strong commitment to effectiveness and affordability in the delivery of services.

During 1999-2000, Alberta Registries continued to improve registry services and to provide innovative and leading edge service delivery to Albertans. One example is the Survey Plan Index (SPIN) system. This new Internet-based program provides direct electronic access to digital survey plans that previously were available only in paper form.

Alberta Registries also implemented significant fee reductions in February 2000 that will save Albertans an estimated $55 million a year. Registries completed an extensive cost analysis of its services as part of the Government Fees and Charges Review. This led to a reduction in 94 fees related to land titles, personal property and corporate registry.

Consumer Affairs undertook numerous initiatives to increase consumer protection and awareness and ensure a fair marketplace for consumers and businesses alike. This included the implementation of the *Fair Trading Act* and its 16 accompanying regulations on September 1, 1999. This new Act combines seven consumer statutes into one modern, more flexible law that addresses the issues of today's marketplace.

In May 1999, Consumer Affairs also established and launched the Consumer Information Centre, a toll-free call centre that provided more than 65,000 Albertans with information on a wide variety of consumer-related issues.

Another key focus for the Ministry of Government Services was laying the groundwork for a common service window, or "gateway to government," that will give Albertans easier, faster, more direct access to government information, products and services. A joint initiative with the Ministry of Innovation and Science led to the development of a business case for a "one-window" point of access for delivery of government services, incorporating the vision of nine government ministries.

Further work on this important initiative has been incorporated into the 2000-2001 Business Plan for Government Services, under the goal of establishing a common portal or gateway, so that Albertans receive the services they deserve.

A Look Forward

The future promises many challenges for the Ministry.

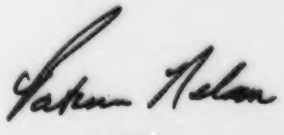
The increasing demand for Registries' products and services has resulted in pressures on the computer systems that support the land titles, motor vehicles and personal property registries. Reinvestment in these systems is necessary to ensure Registries can continue to provide superior services to Albertans. Government Services will seek new and innovative ways to meet this challenge in the coming years.

The increase in the number and complexity of consumer issues related to the significant growth in the Alberta economy and the increased importance of electronic commerce is another challenge facing the department. Government Services will continue to build an effective legislative and regulatory framework to address these and other emerging consumer issues, and ensure a fair marketplace for Albertans.

Government Services, in partnership with Innovation and Science, will also begin implementation of the one-window initiative, seeking cooperation from other departments to build a system that will give Albertans the service they deserve.

Our financial performance reflects the strong economic growth in Alberta. Although the fee reductions caused a decrease in revenue from 1998-1999, our total revenue was $4.6 million higher than budget. This was due to increased registrations for passenger and heavy commercial vehicles. Detailed discussions in further sections of this report give a more in depth analysis.

The Ministry of Government Services is committed to service excellence for Albertans. Through our registry and consumer services, and the creation of a new service "gateway to government," we will continue to deliver on that commitment.



Patricia L. Nelson
Minister, Government Services

Date: September 1, 2000

Management's Responsibility for Reporting

The Ministry of Government Services is comprised of the Department of Government Services and the Regulatory Review Secretariat.

The executives within the Ministry have primary responsibility and accountability for the department. Collectively, we ensure the Ministry complies with all relevant legislation, regulations and policies.

Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and business plans, annual report, quarterly reports and other financial and performance reporting.

Responsibility for the integrity and objectivity of the financial statements and performance results for the Ministry rests with the Minister of Government Services. Under the direction of the Minister, I oversee the preparation of the Ministry's annual report, including financial statements and performance results. The financial statements and the performance results, of necessity, include amounts that are based on estimates and judgments. The financial statements are prepared in accordance with the government's stated accounting policies.

As Deputy Minister, in addition to program responsibilities, I establish and maintain the Ministry's financial administration and reporting functions. The Ministry maintains systems of financial management and internal control that give consideration to costs, benefits, and risks that are designed to:

- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations, and properly recorded so as to maintain accountability of public money,
- provide information to manage and report on performance,
- safeguard the assets and properties of the Province under Ministry administration,
- provide Cabinet, Treasury Board, the Provincial Treasurer and the Minister any information needed to fulfill their responsibilities, and
- facilitate preparation of Ministry business plans and annual reports required under the Government Accountability Act.

In fulfilling my responsibilities for the Ministry, I have relied, as necessary, on the executive of the individual entities within the Ministry.

Roger Jackson
Deputy Minister
Ministry of Government Services

Date: September 1, 2000

Overview

Highlights

The Ministry of Government Services is proud of its achievements and looks forward to the challenges of the future. Through partnerships and innovation, we were able to ensure service excellence to Albertans and high standards of consumer protection and business practices. The following results were achieved:

- With Innovation and Science, Alberta Government Services took a leadership role in encouraging and developing a cross-government initiative to improve service delivery to Albertans. The vision of nine ministries has been integrated into a project to establish the business case for a "one-window" point of access to government services.
- Took a lead role in expanding the use of Canshare, an Internet-based, Canada-wide consumer complaint information sharing system. The federal government and all territories and provinces have signed onto Canshare. The Canshare/Consumer Affairs Tracking System project won a gold Premier's Award of Excellence in 1999.
- Successfully managed Year 2000 compliance activities to ensure that its five major Registries computer systems and the Consumers databases were unaffected by the roll over to the new millennium. The two-year project, requiring extensive planning, testing and stakeholder consultation resulted in a smooth and uneventful transition.
- Responded to the government's commitment to reduce fees where appropriate to cost-recovery levels by participating in the fee review process. Estimated annual fee reductions of $55 million were implemented for corporate registry, land titles and personal property services.
- Worked with the Ministry of Resource Development and with industry, to address issues surrounding the direct marketing of natural gas and the deregulation of the electrical sector. The number of calls received through the Ministry's Consumer Information Centre concerning natural gas marketers decreased from 2,513 in the second quarter to 831 in the fourth quarter.
- Launched the Survey Plan Index (SPIN) system to provide Internet access to digital survey plans that had previously been available in paper form only. Users now may search, view and download plans directly to their computer using either account or charge card e-commerce.

- In conjunction with the Ministries of Justice and Infrastructure, concluded an agreement to make system and legislative changes to facilitate the payment of current fines (those that are not overdue) through the registry agent network. This will improve access to government services.

- Government Services' employees make the difference. Throughout the government reorganization our staff continued to be committed and extremely knowledgeable. Surveys show that 87% of Ministry staff are satisfied with their jobs; 81% understand how their work contributes to the business plan goals; and 90% participate in new learning opportunities.

- The Ministry consulted with stakeholders to improve the Corporate Registry and Vital Statistics systems. Stakeholder input led to implementation of an enhanced registration process for partnerships; improvements to death registrations by funeral homes; and a quicker and more user-friendly application process for registry agents requesting vital statistics certificates.

- In consultation with external stakeholders and Innovation and Science, projects were initiated to provide selected Alberta Registries services over the Internet. Renewal of vehicle registrations has been identified as a service that can be expanded to the Internet. System development started this year and will be implemented in the 2000-2001 fiscal year.

- The *Fair Trading Act* was introduced in September 1999. The new Act combines seven old pieces of legislation into one modern law that will provide better protection for consumers through remedies and enforcement tools and tougher penalties intended to discourage marketplace fraud. The Act simplifies procedures for business, providing clearer standards to ensure a more level playing field for businesses in Alberta.

- The *Condominium Property Amendment Act* 2000 was introduced during the spring 2000 session of the Alberta Legislature. The Act was the result of an extensive consultation and review process that included the provision of amendments first introduced in 1996, but never enacted. Some of the resulting changes include a mechanism to allow condominium corporations to amend condominium plans; clarification of voting rights for condominium owners and mortgagees; and greater disclosure of information in contract and marketing materials.

- The Charitable Advisory Committee recommended and helped prepare amendments to the charitable fundraising regulations. The committee suggested changes to provisions including disclosure, financial reporting, registration fees and an improved process for bond claims. The amendments were prompted by the government's regulatory review plan.

Financial Summary of Ministry Operations and Services

(millions of dollars)	1999/2000		1998/99	Variance	
	Budget	Actual	Actual	Budget	Actual
Revenues	283.5	288.1	290.9	4.6	(2.8)
Expenses	46.3	48.2	51.2	(1.9)	3.0
Net Operating Results	237.2	239.9	239.7	2.7	0.2

Note: the expenses include a $1.3 million write-down of capital assets in 1999/2000.

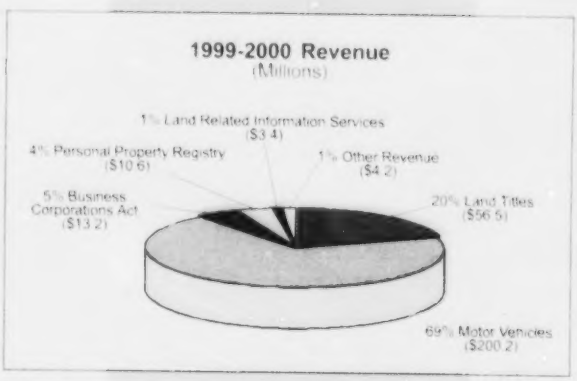
Results of Operations

Overall we achieved our financial targets. Revenues in 1999-2000 were $288.1 million, which is a $2.8 million decrease from 1998-99. Expenses decreased to $48.2 million, which is $3 million less than the previous year.

Revenues

Our primary sources of revenue are from fees and licences relating to the following transactions and services:

- motor vehicles
- land titles and land related services
- personal property
- vital statistics
- *Business Corporations Act*.



Revenues are based on the fee per transaction as well as the volume of the transactions and, in some cases, the value of the transaction.

Revenues were two percent, or $4.6 million, higher than budget, but dropped one percent from the previous year. Although the demand for many of our services increased, the revenue was lower due to reduced transaction fees arising from the government-wide Fees and Charges Review.

Highlights of the changes between 1998-99 and 1999-2000 are as follows:

- Motor vehicle revenue increased by two percent due to a higher number of registrations for passenger and heavy commercial vehicles.

Financial Summary of Ministry Operations and Services

(millions of dollars)	1999/2000		1998/99	Variance	
	Budget	[illegible]	Actual	Budget	Actual
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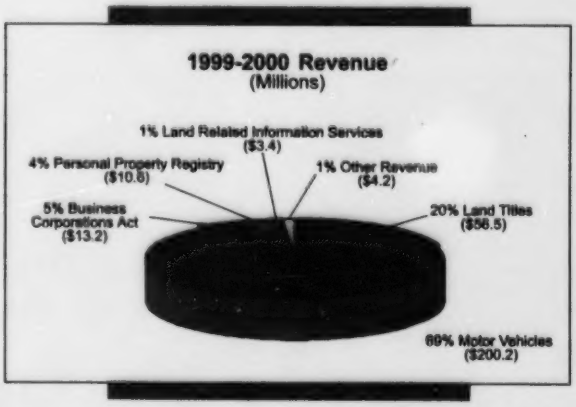

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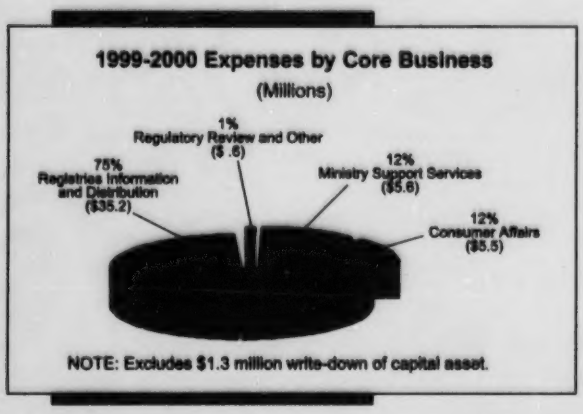
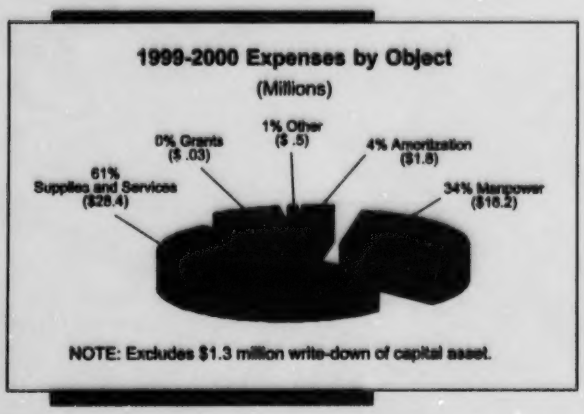
Highlights of the changes between 1998-99 and 1999-2000 are as follows:

- Motor vehicle revenue increased by two percent due to a higher number of registrations for passenger and heavy commercial vehicles.

- Land titles fees decreased by eight percent due to a reduced number of transactions for title creations, transfers and caveats. The combined impact of a lower fee per transaction and a decreased property value was another contributing factor.
- Reduced transaction fees also caused the personal property revenue to drop by six percent.
- Although the volume of vital statistics transactions increased, the fee reductions caused revenue to drop by five percent.
- The volume of transactions under the *Business Corporations Act* was higher but was more than offset by lower fees. Consequently, the net impact was a seven percent decrease.

Expenses



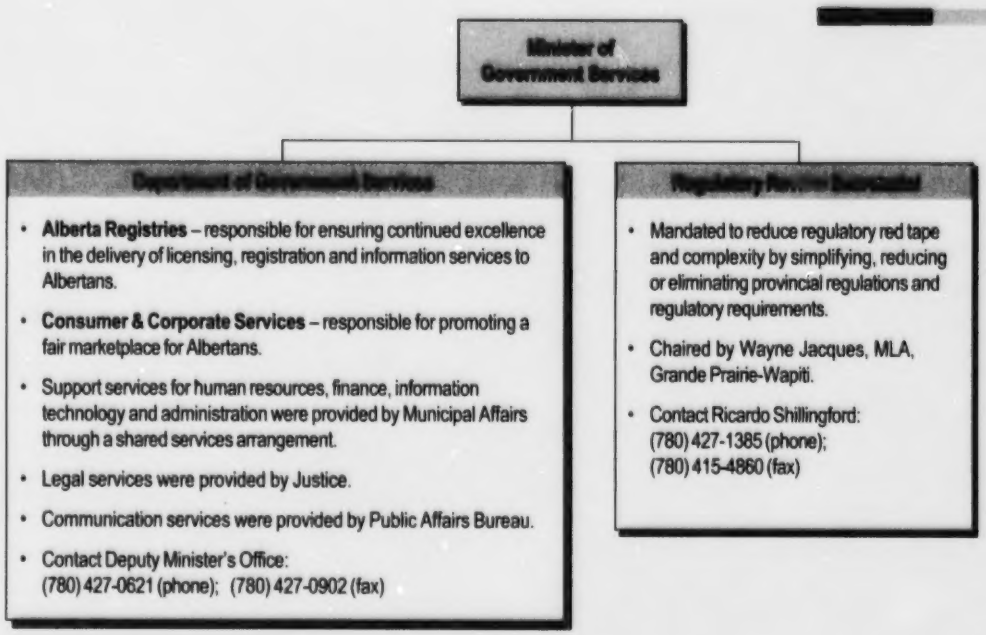


The original budgeted expenses were increased by $1.4 million to enhance our information systems and fund manpower adjustments related to the bargaining unit settlement. This increase was allocated almost equally between operating expenses and capital investment.

In general, expenses dropped six percent from the previous year but were four percent higher than budget. Changes between the current and prior years are due to the following factors:

- There was a decrease in amortization as a result of retiring the Land Related Information system.
- There was a decrease in the amount spent on information technology projects. 1998-1999 projects included Year 2000 compliance, re-engineering of the land titles survey functions, and general infrastructure upgrades.

Ministry Entities


Minister of Government Services
Department of Government Services
• Alberta Registries – responsible for ensuring continued excellence in the delivery of licensing, registration and information services to Albertans.
• Consumer & Corporate Services – responsible for promoting a fair marketplace for Albertans.
• Support services for human resources, finance, information technology and administration were provided by Municipal Affairs through a shared services arrangement.
• Legal services were provided by Justice.
• Communication services were provided by Public Affairs Bureau.
• Contact Deputy Minister's Office: (780) 427-0621 (phone); (780) 427-0902 (fax)
Regulatory Review Secretariat
• Mandated to reduce regulatory red tape and complexity by simplifying, reducing or eliminating provincial regulations and regulatory requirements.
• Chaired by Wayne Jacques, MLA, Grande Prairie-Wapiti.
• Contact Ricardo Shillingford: (780) 427-1385 (phone); (780) 415-4860 (fax)

A number of independent administrative bodies have been created through legislation to regulate specific industries or provide services to consumers. Since these entities operate at arm's length from the Ministry, consolidation into the Ministry financial statements is not required. These delegated organizations include:

Alberta Funeral Services Regulatory Board – responsible for licensing, education, investigation, mediation, enforcement and discipline related to the funeral industry and its governing legislation.

- Contact: Marilyn McPherson, Board Administrator
  (780) 452-6130 (phone); (780) 452-6085 (fax)

Alberta Motor Vehicle Industry Council – responsible for administering automotive licensing regulations, investigating and mediating automotive complaints, and handling inquiries related to the automotive industry.

- Contact: Rick Preston, Executive Director
  (780) 466-1140 or 1-877-313-3833 (phone); (780) 462-0633 (fax)

Credit Counselling Services of Alberta – responsible for educating Albertans in personal money management and wise use of credit, and for providing alternatives to bankruptcy for individuals and families facing financial crisis.

- Contact: Fran Smith, Executive Director
  (403) 265-2201 (phone); (403) 265-2240 (fax)

Real Estate Council of Alberta – responsible for setting and enforcing standards of conduct in the real estate industry, protecting consumers affected by the industry, providing services that enhance the industry, and administering the governing legislation, bylaws and rules.

- Contact: Bob Myroniuk, Executive Director
  (402) 228-2954 (phone); (403) 228-3065 (fax)

Please contact these organizations directly for copies of their annual financial statements

Operational Overview

Core Businesses

Alberta Government Services was created in 1999 to connect Albertans through a new gateway to government. Our mission is to ensure a fair marketplace and to provide high-quality and accessible registry information services. Our products and services touch the lives of every Albertan and support a prosperous Alberta economy. Whether buying a vehicle, registering land-related documents for construction projects, starting a new small business, securing a loan, transporting goods, or registering a newly born Albertan, our services make a lot of these transactions and many others possible.

Specifically, we have two core businesses which contribute to the Government of Alberta's commitment to *people* and *prosperity*:

Core Business 1 - Registries: provide licensing, registration and information services

- Registries is responsible for ensuring continued excellence in the delivery of licensing, registration and information services to Albertans. Individuals and businesses benefit from improved access to Registries' products and services through innovative delivery systems. In the past fiscal year, Government Services provided public and private sectors with secure, timely and high-quality information, registration and licensing services at a competitive cost.

Core Business 2 – Consumer Affairs: promote a fair marketplace in Alberta

- A marketplace where competition is fair and consumers are confident will create a dynamic environment for growth. During the past year, the Ministry promoted fair market practices, industry self-management and effective service delivery. It did this by ensuring an effective and efficient regulatory process was in place through legislation, monitoring of the marketplace, enforcement, and by enhancing consumer awareness and self-reliance.

The Ministry is also responsible for support to the Regulatory Review Secretariat in its mandate to reduce regulatory red tape and complexity.

Key Factors Influencing Performance

- As a result of the government restructuring in May 1999, Alberta Government Services was created as a new Ministry. There were significant challenges in the immediate restructuring. Despite this, Government Services was able to effectively achieve its 1999-2000 business plan goals.

- When Government Services was created, it was given a mandate by the Premier to improve Albertans' one-window access to government services. This presented the Ministry with a significant task that was not identified or budgeted for in its 1999-2000 business plan. The Ministry responded to this challenge, making significant strides toward the development of a new, web-based window to government services, while achieving its other business plan goals as well.

- Concerns about the rollover to the Year 2000 required the Ministry to ensure its numerous computer systems and equipment were Y2K compliant. The Ministry invested more than 2,000 person-days to ensure department systems were ready for the rollover. The project required the shutdown of systems on December 31, 1999, and January 1, 2000. All systems responded successfully, with no complications.

Deputy Minister's Message

Government Services' inaugural year was one marked by numerous challenges and successes – a year the Ministry will look back on as an impressive benchmark against which to measure future years.

The Ministry found its first challenge in implementing the government restructuring of May 1999 and establishing an effective, cohesive team whose focus is on service to Albertans.

I am proud to say that the Ministry met that challenge, successfully uniting its two core businesses of Alberta Registries and Consumer Affairs, while at the same time continuing to provide Albertans with the high-quality service they have come to expect from their government.

Our success was evident in the 1999-2000 Premier's Award of Excellence. Consumer Affairs garnered a bronze award for its *Fair Trading Act* Development Project, while Alberta Registries was nominated for its Land Titles Internship Program.

The *Fair Trading Act* came into effect September 1, 1999. It is serving as a model of consumer legislation that other jurisdictions are looking at as a guide in revamping their own consumer laws. It was developed following broad consultation and includes 16 regulations, completed within extremely tight timelines. This new Act enhances consumer protection through remedies and enforcement tools and tougher penalties intended to discourage marketplace fraud. The Act simplifies procedures for business, providing clearer standards to ensure a more level playing field.

The Land Titles Internship Project will ensure the Ministry continues to employ expert staff in the highly complex and specialized area of land titles registration. The program involves recruiting college graduates to a newly-developed, comprehensive training program that provides them with the technical and legal expertise required to process land-related documents.

When the Ministry was created, Premier Klein gave it a mandate to improve Albertans' one-window access to the services of government. Through working in partnership with Alberta Innovation and Science and other government ministries, Government Services has risen to that challenge. A comprehensive plan to provide Albertans with information, products and services from across government through a single web-based service gateway was developed and will be implemented over the coming three years.

Our Ministry's accomplishments in 1999-2000 are a credit to the expertise, innovation, dedication, and professionalism of our staff. I look forward to an even more successful year in 2000-2001 as we continue to realize service excellence.

Roger Jackson
Deputy Minister, Government Services

Date: September 1, 2000

Results Analysis

Core Business 1 – Registries

Registries: ensure continued excellence in the delivery of licensing, registration and information services to Albertans.

The core business of Alberta Registries is to ensure continued excellence in the delivery of licensing, registration and information services to Albertans. The goals of Alberta Registries were to: provide a consistently high level of service across all registry areas; reinvest in technology to sustain revenues and system integrity; and to partner with other ministries, jurisdictions and the private sector to promote innovative business opportunities.

Individuals and businesses benefit from improved access to Registries' products and services through innovative delivery systems. Government Services provides public and private sectors with secure, timely and high-quality information, registration, and licensing services at a competitive cost.

Results

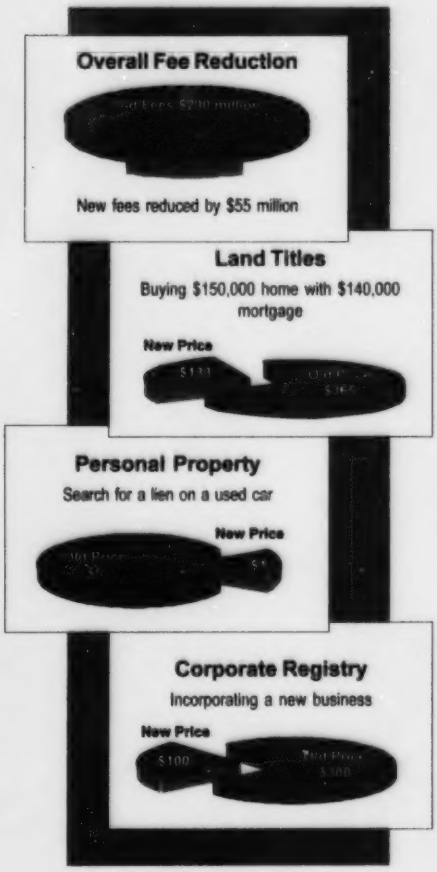
Goal 1

Provide a consistently high level of service across all registry areas

- The provision of accessible, timely, accurate and secure information from Land Titles, Foreign Ownership of Land Administration, Corporate Registry, Vital Statistics, Motor Vehicles and Personal Property helps facilitate business transactions between Registries' service delivery partners and the public to improve business and individual decision making in the province. Service excellence is important and will be monitored by detailed performance standards and a comprehensive accountability framework.

Activities:

- Government Services developed and adopted an Accountability Framework to identify responsibilities and ensure accountability for the programs and services it provides Albertans. A mix of both management and professional staff have completed training sessions on accountability as it relates to operations, finance, information technology and contract management.
- The Ministry completed an extensive cost analysis of all Registries services for the government's Fees and Charges Review Committee, chaired by St. Albert MLA Mary O'Neill. Government Services developed a two-phase fee reduction implementation strategy for Corporate Registry, Land Titles and



Personal Property Registry. Phase one was implemented on February 24, 2000 and phase two was scheduled for July 2000. The committee's recommendations led to the reduction of 94 fees charged for a wide range of land titles, personal property, corporate registry and Alberta On-line transactions. The Ministry projects an overall reduction in fees charged of $55 million for the 2000-2001 fiscal year. An analysis of the impact of the fee reduction is shown.

- The Foreign Ownership of Land Administration program is, in part, responsible for preserving Alberta's agricultural land. Over the past year, the Ministry has worked with other government ministries to assess an application from a foreign corporation to operate an intensive livestock operation in Alberta. The application is the first of its kind. The Ministry and its partners must consider the interests of all of the affected parties in coming to a decision.
- The Ministry designed and implemented an internship program to recruit graduates from Alberta's post secondary institutions to an extensive training program on the technical and legal requirements of processing land-related documents. Over the next few years, many senior Land Titles office staff, responsible for processing complex land transactions worth millions of dollars, will be eligible for retirement. In October 1999, the Ministry hired three interns through the program.

Goal 2

Reinvest in technology to sustain revenues and system integrity

- Government Services has large computer systems that support the motor vehicles, land titles and personal property licensing and registration processes. These systems generate an important source of revenue for the government. These systems also play an important role in supporting law enforcement initiatives involving public safety and security, and other interdepartmental initiatives.
- The Ministry needs to reinvest in its existing systems to protect this important source of revenue, enable law enforcement activities, and ensure the security and integrity of personal information. The Ministry needs to undertake a major restructuring of Registries' systems over the next five years to redevelop the three mainframe application systems (legacy systems) and to keep pace with the rapidly changing marketplace and volume demands. Registries needs the ability and flexibility to finance the redevelopment of its systems.

Activities:

- The Ministry recognized the importance of enhancing its computer systems and requested additional funding. An extra $1.3 million was added to the original budget base for systems development activities. In total, the Ministry spent $3 million in systems related enhancements.
- Government Services proceeded with several key projects to enhance the current legacy systems for the Motor Vehicles and Land Titles registries. Theses projects included:
  - Enhancing the Motor Vehicles information system to meet increasing demands for products and services.
  - Establishing a MOVES Vision 2000 team to initiate a phased-in approach to the redevelopment of the motor vehicles system. The team studied and reported on the existing system, its dependencies, stakeholders and business partners. Extensive discussions with law enforcement, other government departments and jurisdictions as well as the motor vehicle industry were undertaken to identify future needs and partnering opportunities. In addition, the team examined leading edge technologies available and consulted the original system architect to define the best approach and strategy.
  - Implementing a document imaging initiative that will create a digital image of older land-related documents that are in danger of becoming illegible over time.
  - Completing the initial visioning phase of the Land Titles system redevelopment initiative. A project was initiated to "blueprint" the existing system and capture key elements, such as internal business rules and processes. This information is critical to move forward to the next phase of redevelopment.
- The Ministry completed phase one of the Personal Property Registry system redevelopment. This phase involved consulting with stakeholders on legislation and possible system improvements. Staff completed an international survey to gather information on similar computer systems used by 43 other governments. This information will guide phase two which will involve development of a vision and strategic plan for the new system.
- The Ministry consulted with stakeholders to improve the Corporate Registry and Vital Statistics computer systems over the past year. Stakeholder input led to a streamlined corporate annual return process; implementation of an enhanced registration process for partnerships; improvements to death registrations by funeral homes; and a quicker and more user-friendly application process for registry agents requesting vital statistics certificates.

- In consultation with external stakeholders and Innovation and Science, projects were initiated to provide selected Alberta Registries services over the Internet. Renewal of vehicle registrations has been identified as a service that can be expanded to the Internet. System development started this year and will be implemented in the 2000-2001 fiscal year.

Goal 3

Partner with other ministries, jurisdictions and the private sector to promote innovative business opportunities

- Registries has excelled in developing cooperative arrangements and partnerships with other government ministries, business organizations, and private and public sector groups. Ongoing strategies have been developed to build on our success and to expand the mutual benefits of these arrangements.

Activities:

- The Ministry developed and introduced the Survey Plan Index (SPIN) system, a new computer database. This Internet-based system gives users direct access to digital survey plans that had previously been available in paper form only. Users now may search, view and download plans directly to their computer. The introduction of the SPIN system was the culmination of a two-year project to replace the manual process of registering, archiving, printing and distributing survey plans with a digital, fully automated system. Prior to its creation, clients required a specific legal land description to request prints from the 220,000 plans in the Registries archives. An estimated 120,000 plans are reproduced each year for surveyors, utility companies, engineering firms, resource sector clients and a variety of other stakeholders.
- The Ministry introduced a sophisticated e-commerce payment process for the SPIN system, allowing clients to pay for services on-line using debit or credit cards. This web-enabled e-commerce solution represents only the second such initiative offered by the Alberta Government.
- Implementation began on significant enhancements to the web-based SPIN system, including the search, view and download functions, in response to client feedback received over the initial six months of operation.
- In collaboration with Alberta Infrastructure, Government Services made several enhancements to the Motor Vehicles Registry computer system to support traffic safety initiatives. One example is the Alberta Administrative Licence Suspension (ALS) program. This initiative involves cooperation between Government Services and Alberta Justice to impose an automatic suspension or disqualification of drivers charged with alcohol related offences. Drivers have the right to have the suspension reviewed by the Driver Control Board. Application forms to initiate the request for a hearing

can be purchased at any Alberta registry agent. Through ALS, Alberta enforcement officers are empowered to get drunk drivers off our roads, immediately. The two ministries have worked together to schedule additional improvement initiatives.

- In the 1999-2000 fiscal year, Government Services completed upgrades to Alberta Online (AOL). The intent of AOL is to provide authorized businesses with a single point of electronic (web-based) access to Land Titles, Corporate Registry and Personal Property information. This delivery channel services businesses for their own internal needs as re-selling or re-distribution of information is prohibited. This change brings the electronic interface up to industry standards and offers cost savings for users and government. AOL serves over 1,700 subscribers performing more than 2.2 million transactions a year.

- The Ministry partnered with Resource Development to access Crown land and mineral lease information through the Resource Development Electronic Transfer System. This allowed the Ministry to shut down the outdated Land Related Information System at a savings of approximately $500,000. This change has resulted in improved client access to search transactions over the Internet.

- Justice, Infrastructure and Government Services have agreed on a process to allow for the payment of current traffic fines (fines that are not overdue) at registry agent offices by the end of 2000. Currently, Albertans can only pay overdue traffic fines through the province's network of 229 registry agent offices, but must pay current fines at a courthouse.

- The Ministry consulted with the forest industry and representatives of large livestock operations regarding the exemption request process for foreign controlled interests that seek an exemption from the land ownership requirements under the Foreign Ownership of Land regulations. As a result, the existing process for the forestry industry was upheld. Consultation continues with large livestock operations.

- Government Services supported three Children's Services initiatives. The Ministry's registration expertise supported the evaluation of potential new information repositories for child abusers and post-adoption issues, and the Child ID program. In addition, the Ministry supported Children's Services by providing new identification to people whose lives were in danger due to domestic abuse.

- The Ministry introduced the *Business Corporations Amendment Act* 2000 during the spring 2000 sitting of the Alberta Legislature. Staff consulted with industry representatives, accountants and lawyers to develop a legislative solution to help address problems that Alberta businesses faced in complying with the solvency tests in section 42 of the *Business Corporations Act*.

Performance Measures

Performance Measure 1

Customer satisfaction with the registration and licensing services provided by Registries and private sector partners that will include all delivery channels (applies to all three goals). Target set at 85%.

Source/Methodology and Results

Canadian Facts, a national marketing research firm, was commissioned to conduct a satisfaction survey among customers who access registration and licensing products through our three main service delivery channels. In each of the three surveys, a seven-point satisfaction scale was used, with 1 being "very dissatisfied", 4 being "neutral" and 7 being "very satisfied". A "satisfied" respondent is identified as providing either a 5, 6 or 7 on the seven-point scale, while "dissatisfied" is 1, 2 or 3.

All three surveys found Albertans are overwhelmingly satisfied with Alberta Registries services.

A telephone survey was conducted to determine overall satisfaction with the services provided on behalf of the Ministry by private registry agents. Of the 701 respondents, **91% (key performance measure)** indicated they were satisfied or extremely satisfied. Only 4% were dissatisfied, while the remaining 5% were neutral.

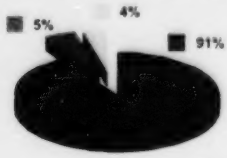
Land titles account holders expressed a similar level of satisfaction with land titles services offered directly by the Ministry from offices in Edmonton and Calgary. Of 580 who responded to a self-completion survey, **86% (key performance measure)** indicated they were satisfied or extremely satisfied. Only 7% (39) expressed dissatisfaction, while the remaining 7% were neutral.

Subscribers to the Ministry's on-line registry service, Alberta On-Line (AOL), also indicated a high level of satisfaction with the services they receive electronically. Of 343 respondents, **85% (key performance measure)** said they were satisfied or extremely satisfied. Only 5% were dissatisfied, while 10% were neutral.

Satisfaction Survey ■ Satisfied ■ Neutral ■ Dissatisfied

Services Received

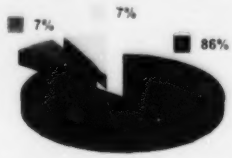
Customers who visit a registry agent



1. Based on a quarterly telephone survey with Alberta residents over the age of 18 who recalled visiting a registry agent during the past year. A total of 701 respondents were contacted over the year, providing results that are considered accurate to within ±3.1%, 9 times out of 10.

Registration Process

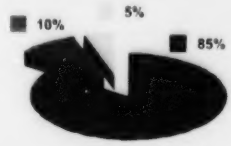
Account holders with the Land Titles Office



2. Based on a quarterly self-completion survey with representatives from businesses that have an account with the Land Titles Office. A total of 580 respondents state that they had received registration services from the Land Titles Office in the past year, producing results that are considered accurate to within ±3.4%, 9 times out of 10.

Services Provided

Registries On-line subscribers



3. Based on a bi-annual self-completion survey with representatives from businesses that subscribe to the Registries On-line service. A total of 343 surveys were completed, producing results that are considered accurate to within ±4.5%, 9 times out of 10.

Analysis

Registries continues its tradition of customer service excellence. The challenge ahead is to improve services so that customers who are "neutral" become "satisfied".

NOTE: Disparate methodologies used in prior surveys in past years do not allow statistically valid year-to-year comparisons. This survey is the first true benchmark for customer satisfaction, and this methodology will be used in subsequent waves.

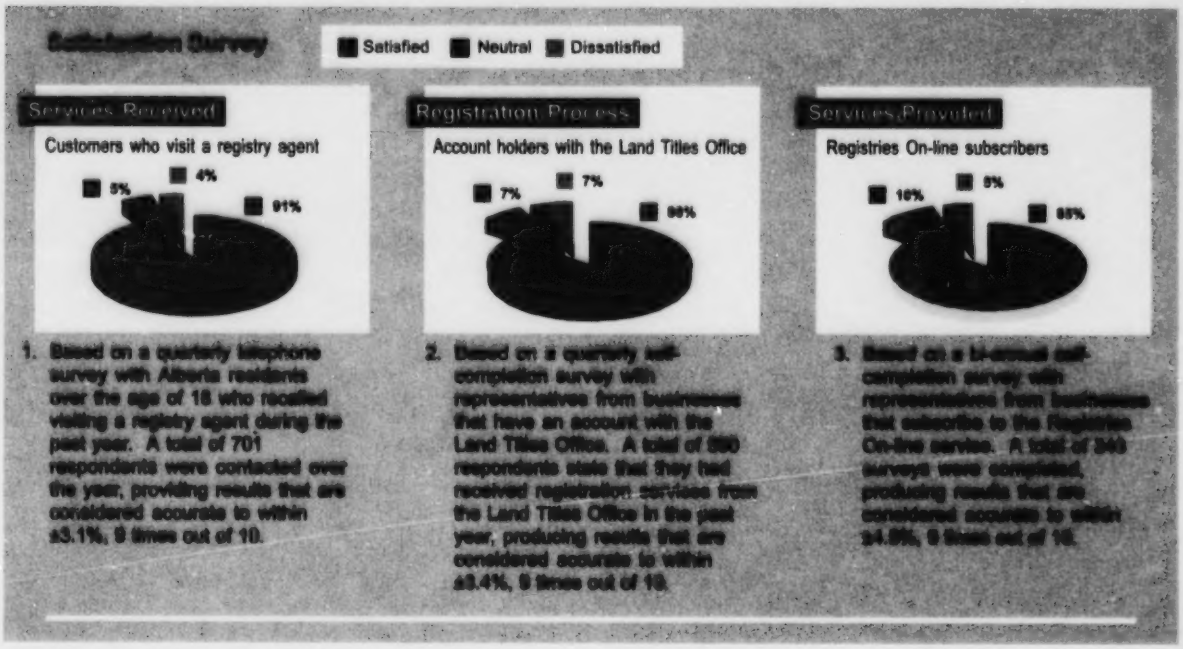
Source/Methodology and Results

Registries staff contacted provincial government agencies across Canada to establish what fees they charge consumers for vehicle registrations and driver licensing.

To facilitate a reliable and meaningful comparative analysis, two key products were identified for the Motor Vehicles Registry: vehicle registration renewal and driver's licence renewal. These two products are the most common Registries transactions and are most familiar to the general public. Furthermore, they were put into common scenarios to standardize across all provinces.

Performance Measure 2

Comparison of Motor Vehicles registration and licensing fees with other Canadian jurisdictions to ensure that Alberta's fees remain competitive (applies to Goal #1). The target is to have fees below the national average.


Satisfaction Survey
Satisfied
Neutral
Dissatisfied
Services Received
Customers who visit a registry agent
5%
4%
91%
Registration Process
Account holders with the Land Titles Office
7%
7%
86%
Services Provided
Registries On-line subscribers
10%
5%
85%
1. Based on a quarterly telephone survey with Alberta residents over the age of 18 who recalled visiting a registry agent during the past year. A total of 701 respondents were contacted over the year, providing results that are considered accurate to within ±3.1%, 9 times out of 10.
2. Based on a quarterly self-completion survey with representatives from businesses that have an account with the Land Titles Office. A total of 590 respondents state that they had received registration services from the Land Titles Office in the past year, producing results that are considered accurate to within ±3.4%, 9 times out of 10.
3. Based on a bi-annual self-completion survey with representatives from businesses that subscribe to the Registries On-line service. A total of 349 surveys were completed, producing results that are considered accurate to within ±4.9%, 9 times out of 10.

Analysis

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4

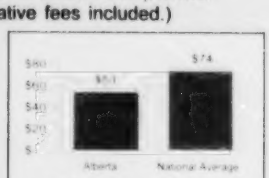
The survey of Canadian jurisdictions found that Alberta has the **third lowest vehicle registration fees and driver's licence fees in Canada (key performance measure)**.

The annual registration fee in Alberta for a four-door Ford Taurus sedan is $53 ($5 of which is the service fee charged by private registry agents to cover their costs). At $53, Alberta's vehicle registration costs are **29% (key performance measure)** below the national average of $74 and lower than all other jurisdictions but the Yukon ($36) and Manitoba ($48).

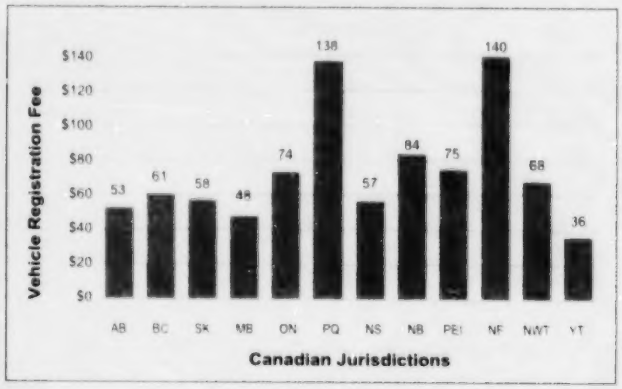
The cost per year to renew a driver's licence in Alberta is $9 ($1 of which is the service fee charged by registry agents to cover their costs). As with vehicle registration fees, Alberta's costs for renewing a driver's licence is **52%** lower **(key performance measure)** than the national average ($19) and among the lowest of all jurisdictions in Canada. Only the Yukon ($3) and British Columbia ($8) have lower fees.

Vehicle Registration Renewal Fees

The fee for a vehicle registration renewal on a Ford Taurus sedan weighing 3,294 pounds in an urban area (service/ administrative fees included.)

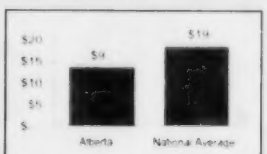


Alberta: 29% below the national average



Driver's Licence Renewal Fees

The annual renewal fee for a driver's licence with no demerits (based on a standard five year renewal).



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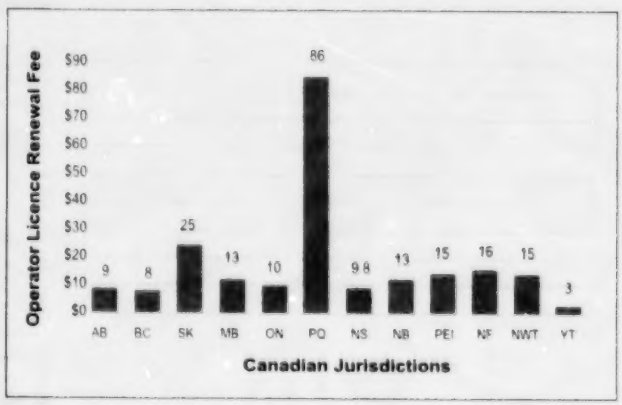

Analysis

For motor vehicle fees, Alberta is in a very competitive position when compared to other provinces.

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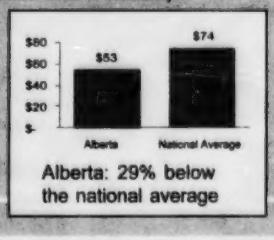

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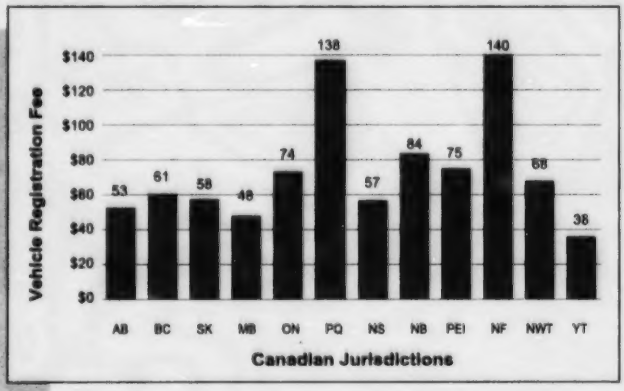

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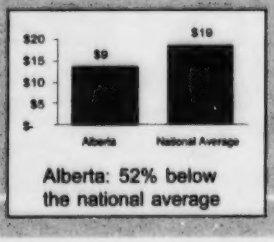

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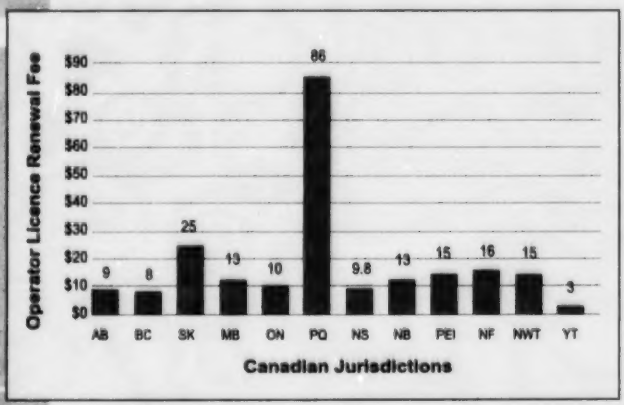


Analysis

For motor vehicle fees, Alberta is in a very competitive position when compared to other provinces.

Core Business 2 – Consumer Affairs

Consumer Affairs: to promote a fair marketplace for Albertans.

The core business of Consumer Affairs is to promote a fair marketplace for Albertans. The following goals guided the accomplishment of this core business: ensure a regulatory framework is in place to support a fair marketplace; promote fair market practices through compliance to regulation; and improve marketplace awareness.

A marketplace where competition is fair and consumers are confident will create a dynamic environment for growth. Government Services will promote fair market practices, industry self-management and effective service delivery. It will do this by ensuring an effective and efficient regulatory process is in place through legislation, by monitoring the marketplace and enforcing the legislation, and by enhancing consumer awareness and self-reliance.

Results

Goal 1

Ensure a regulatory framework is in place to support a fair marketplace

Albertans recognize that a much more complex marketplace exists today than in the past. The existing legislation did not include provisions to deal with emerging issues such as negative option billing, time shares and electronic transactions. It needed to be modernized and harmonized with legislation in other Canadian jurisdictions. The result is an effective regulatory framework that supports a fair marketplace for Albertans. It also contributes to ensuring Alberta remains a safe place to live and raise families.

Activities:

- The *Fair Trading Act* was enacted on September 1, 1999. The stakeholder consultation that led to the development of the Act included two general discussion papers, 11 specific discussion papers, and a public survey of Albertans. About 7,000 specific clients were provided with discussion papers which were also available on the department's website. The new Act bans negative option billing, regulates timeshares that apply to accommodation and provides for regulation of consumer transactions on the Internet. The Act enhances consumer protection through remedies and enforcement tools and tougher penalties intended to discourage marketplace fraud. The Act simplifies procedures for business, providing clearer standards to ensure a more level playing field. The *Fair Trading Act* project team was awarded a bronze 2000 Premier's Award of Excellence.
- The *Fair Trading Amendment Act* was introduced during the spring 2000 session of the Alberta Legislature. Amendments were of a minor and technical nature.
- The Ministry held eight *Fair Trading Act* training sessions attended by approximately 240 enforcement agencies (including the Edmonton and Calgary Police Services and various RCMP detachments), investigators, licensing officers and Better Business Bureau staff.

- The Consumer Measures Committee working group developed a template for cost-of-credit disclosure legislation. The template is to be used by all Canadian jurisdictions when amending or developing new legislation. Alberta was the first jurisdiction to implement harmonized cost-of-credit disclosure legislation when it enacted the *Fair Trading Act* in September 1999. Alberta is working with other provinces to harmonize "prohibited practices" under the collection practices legislation.

- Government Services worked closely with other jurisdictions to develop a proposal to harmonize consumer protection legislation for electronic commerce throughout Canada. Ministers ratified the proposal at the annual meeting of Ministers Responsible for Consumer Affairs hosted by Alberta in November 1999.

- The Alberta Motor Vehicle Industry Council (AMVIC) became operational September 1, 1999, taking over administration of licensing, investigations and education related to the automotive industry. AMVIC continues to receive interim financial support from the Ministry until it becomes self-supporting through assessment of licence fees. From September 1, 1999 to March 31, 2000, AMVIC logged 3,233 calls, issued 638 licences and opened 218 investigation files.

- The *Condominium Property Amendment Act* 2000 was introduced during the spring 2000 session of the Alberta Legislature. The Act was the result of an extensive consultation and review process that included the provision of amendments first introduced in 1996, but never enacted. Some of the resulting changes include a mechanism to allow condominium corporations to amend condominium plans; clarification of voting rights for condominium owners and mortgagees; and greater disclosure of information in contract and marketing materials.

- The Charitable Advisory Committee recommended and helped prepare amendments to the charitable fundraising regulations. The committee suggested changes to provisions including disclosure, financial reporting, registration fees and an improved process for bond claims. The amendments were prompted by the government's regulatory review plan. The committee was appointed in 1999 to keep the Ministry updated on emerging issues in the charitable, voluntary and not-for-profit sector.

Goal 2

Promote fair market practices through compliance to regulation

Albertans recognize the need to protect those least able to protect themselves such as seniors, persons with special needs, etc. The Ministry will focus its resources on the more significant areas where there is the greatest impact on Albertans. The Ministry will also work closely with other jurisdictions to strengthen Alberta's ability to enforce consumer legislation.

Activities:

- In March 2000, the Ministry laid its first set of charges under the *Fair Trading Act* (FTA). There were 13 charges laid against a loan broker for allegedly taking advance fees on loans. FTA provisions were also used to issue conditional licences to a direct gas marketer and later revoke that licence, and to suspend the licence and freeze the bank account of an auction company. A timeshare company that did not disclose to consumers, as required, cancellation terms provided in the FTA, entered into an undertaking with the Ministry and agreed to comply with the law in the future.
- To reduce consumer confusion surrounding the direct marketing of natural gas and electricity, the Ministry worked closely with Resource Development and private industry to help ensure consumers were made aware of changes to these two industries, and of their rights and responsibilities in a deregulated marketplace. The number of calls received through the Ministry's Consumer Information Centre decreased in the fourth quarter to 831, from 2,513 in the second quarter.
- During the fiscal year, the Ministry completed 1,614 investigation files, resulting in settlements in the amount of $379,902. The focus of many of these investigations was on helping those who are most vulnerable, especially senior citizens.
- To reduce the incidence of under-aged children employed by businesses to sell chocolate bars and candy door-to-door, the Ministry entered into an agreement with Employment Standards to share investigative information and promote stronger enforcement.

Goal 3

Improve marketplace awareness

Government Services will work in partnership with community-based groups, the private sector and other Canadian jurisdictions to enhance consumer awareness and self-reliance.

Activities:

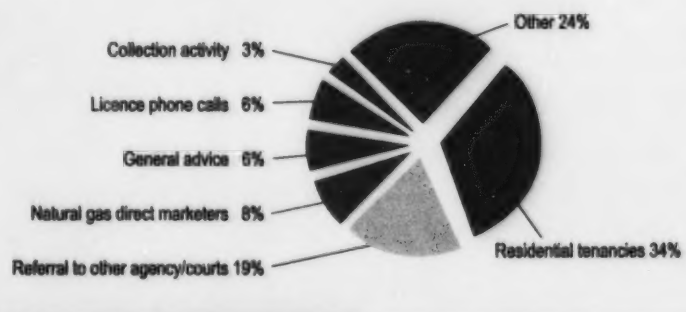
- Alberta Government Services worked with Industry Canada to update its *Consumer Handbook* to reflect Alberta's new legislation and regulated organizations. The *Consumer Handbook* is currently maintained online at the

Industry Canada website (http://www.strategis.ic.gc.ca/SSG/ca01136e.html) and is regularly updated. It is also available online through the Government Services website at www.gov.ab.ca/gs. This handbook received achievement recognition on CBC TV's *Marketplace* program. Government Services coordinated distribution of the handbook to 1,229 Alberta stakeholders.

- The Ministry participated in the second annual "Hang up on Fraud" campaign in May 1999 to help reduce telephone fraud against seniors. The Ministry worked with 14 community, business, government and enforcement agencies on a two-day blitz where more than 4,500 Albertans were contacted about telephone fraud. In addition, the Ministry helped alert seniors to home renovation fraud by participating in the ABCs of Fraud program with local police, community agencies and the Bank of Nova Scotia.
- The Ministry issued 11 Consumer Alerts to warn Albertans of problem businesses or practices in the marketplace. For example, consumers were alerted to unlicensed home renovators, prepaid contractors and direct sellers operating in their area; unregistered fundraising organizations soliciting door-to-door; misleading lottery mail-outs; and the suspension of the licence of a natural gas marketer and an auction company.
- The Ministry hosted a meeting of Ministers Responsible for Consumer Affairs in Banff, Alberta, in November 1999. Federal, provincial and territorial ministers agreed on a proposal to harmonize consumer protection legislation for electronic commerce. They also directed the Consumer Measures Committee to work to harmonize collection practices legislation in Canada; look at alternate dispute resolution for electronic commerce transactions; explore opportunities for market-driven mechanisms to help resolve disputes between business and consumers; and examine issues related to the alternative credit market.

- In May 1999, the Ministry launched the Consumer Information Centre, a call centre that assists Albertans with provincial consumer legislation and marketplace information. A total of 65,519 consumer information calls were logged during the 1999-2000 fiscal year. The creation of this centre has resulted in quicker response times and fewer busy signals for Albertans seeking consumer information.

Calls to the Consumer Information Centre



The Ministry reassessed the true validity of this measure. It was agreed that such a survey would not provide a valid measurement of a safe marketplace as it is more likely to reflect how educated the consumers or business operators are respecting the laws that are currently in place. Furthermore, the undertaking of a survey would be expensive, as both a base-year survey and an end-of-the-period survey would be required. Overall the Ministry did not believe this would fulfill our needs and as such it was proposed that a more effective performance measure dealing with deceptive telemarketers be considered as outlined in Performance Measure 2.

Performance Measure 1

A safe marketplace to do business for consumers and businesses. A survey of consumers and businesses will be undertaken, the results of which will be an indicator of how safe the Alberta marketplace is (applies to all three goals). The target will be based on this initial year.

Performance Measure 2

Information from Project PhoneBusters on the number of Albertans who have lost money to a telemarketer and the amount of the loss will be used as a measure of marketplace safety (applies to goals 2 and 3). The target will be based on this initial year.

Source/Methodology and Results

This revised performance measure relates to goals 2 and 3 of the Business Plan and assessed source information as collected by PhoneBusters and posted on their Website. Project PhoneBusters is a national task force established in 1993 following a federal/provincial/territorial review that examined the increasing problem with telemarketing losses. PhoneBusters operates a national call centre collecting information on telemarketing complaints throughout Canada and disseminates this information to the appropriate enforcement agencies. The key mandate of PhoneBusters is to combat telemarketing fraud and prosecute key individuals involved in telemarketing fraud.

The data collected on the number of attempts of telemarketing fraud, the number of victims and the amount of losses is a valuable tool in evaluating the effect this type of fraud has on the public and measures the success of past program efforts to prevent future fraud from taking place. Based on statistical data identifying the number of attempts to victimize, the number of victims and the amount of losses reported, the Ministry can assess the severity of the problem and note the year-over-year changes to determine the success in reducing the incidence of telemarketer fraud in Alberta.

These statistics reflect the percentage and numeric changes in 1999 over 1998 **(key performance measure)**:

- Known telemarketing fraud attempts in Alberta were down **41%** (426 attempts down from 716 in 1998)
- Known victims of telemarketing fraud were down **32%** (170 victims down from 251 in 1998)
- Known financial losses from telemarketing fraud were down **57%** ($0.6M in losses, down from $1.4M in 1998)

PhoneBusters Data on Telemarketing Fraud in Alberta:

Year	Attempts	Victims	$ Loss
1995	3220	549	$ 1,224,270
1996	2248	413	$ 1,706,388
1997	1093	302	$ 978,693
1998	716	251	$ 1,441,975
1999	426	170	$ 623,680

Analysis

Consumer Affairs continues to see positive results from deceptive telemarketing awareness campaigns. Project PhoneBusters and the Hang Up on Fraud campaigns have helped to educate Albertans about the dangers posed by fraudulent operators.

Regulatory Review

As a result of the provincial government restructuring in May 1999, the Ministry of Government Services became responsible for the Regulatory Review Secretariat. Formerly called the Regulatory Reform Task Force, the Regulatory Review Secretariat reports directly to the Minister.

The mandate of the Regulatory Review Secretariat is to carry out the provincial government's initiative to improve Alberta's regulatory climate by eliminating unnecessary and irrelevant regulations or compliance steps. Wherever possible, regulations or regulatory requirements and procedures will be simplified, reduced or eliminated. To this end, the Regulatory Review Secretariat promotes the review of regulations by their stakeholders through a thorough consultation process with the pertinent provincial Ministry. The Secretariat monitors the progress of the regulatory review initiative through its annual status report.

Regulatory Review Status Report

In 1995, the Regulatory Reform Task Force established a Sunset Plan to ensure that all regulations in existence before 1996 were reviewed with adequate stakeholder consultation and rewritten for clarity and plain language. Since these regulations did not contain expiry clauses, the Sunset Plan ensured that they were given expiry dates to guarantee their reviews in the future.

New regulations enacted since 1996, after the start of the regulatory review initiative, are not part of the Sunset Plan and therefore are not included in the Status Report. New regulations have been subject to the regulatory review process and they also include expiry dates to ensure they are subject to future review.

Status Report Statistics

This Status Report is not weighted to reflect the varying efforts required to review each regulation. Rather, it represents strictly an accounting process of the review of regulations in existence before 1996.

The first table combines the status report for 1999 and for four years with the total for each department listed on the bottom line. The second table shows the current number of regulations under each department's jurisdiction. A glossary of terms is provided following the two tables.

Sunset Plan Status Report

Regulations Scheduled To Be Reviewed	1999	4 Years
Regulations reviewed and re-enacted	116	330
Regulations repealed	30	272
Regulation reviews in progress - complete in 2000	127	179
Start regulation review and complete in 2000	71	179
Start regulation review and complete in 2001	20	43
Start regulation review and complete in 2002	3	14
Start regulation review and complete in 2003		5
Regulations scheduled for review 2011		2
Regulations exempted		82
Regulations requesting exemptions	2	71
Regulations not on review schedules		4
Regulations transferred to different departments late 1999		16
TOTALS	**370**	**1197**

Total Regulations from 1996	**1197**
Total Regulations Repealed	-272
New regulations added since 1996	+60
Current Number of Regulations	**985**

Glossary of Terms

1. Regulations from 1996 scheduled to be reviewed: This is the number of regulations in effect in December 1995 which were identified in the first work plans submitted by the Ministries to the Regulatory Reform Task Force.

2. Regulations reviewed and re-enacted: Each regulation was reviewed and re-enacted under a new regulation with an expiry date written into it. In some cases two or more regulations were combined into one regulation. Any regulation receiving a compliance certificate is counted as being reviewed even though its filing with Legislative Counsel may be pending.

3. Regulations repealed: These regulations were repealed entirely.

4. Regulations to be completed in 2000: These are regulations where the review was begun in 1999, but will be completed in 2000.

5. Regulations deferred: The reviews of these regulations were originally scheduled for the year of the current status report, but were not begun in that year. The reviews are to be started and completed in the year to which they have been deferred.

6. Regulations exempted: These regulations have been exempted from the regulatory review process because of requirements identified at the beginning of the regulatory reform initiative.

7. Requested exemptions: The departments have requested exemptions for these regulations. Criteria for deciding these and future requests are currently being established by the Chair and the Advisory Committee.

The Ministry's own regulatory sunset plan supports the work of the Regulatory Review Secretariat, outlining a number of Ministry regulations that are scheduled for review from 1999 to 2001. The result will be a reduction in the number of regulations the Ministry administers, and more effective regulation where it is needed. This will contribute to the provincial government's goal to eliminate all unnecessary regulation. The Ministry is committed to reviewing the remaining regulations on an ongoing basis and has added this as a core business in future business plans.

Sunset Plan Status Report

Regulations Scheduled To Be Reviewed	1999	4 Years
Regulations reviewed and re-enacted	118	330
Regulations repealed	30	272
Regulation reviews in progress - complete in 2000	127	179
Start regulation review and complete in 2000	71	179
Start regulation review and complete in 2001	20	43
Start regulation review and complete in 2002	3	14
Start regulation review and complete in 2003		5
Regulations scheduled for review 2011		2
Regulations exempted		82
Regulations requesting exemptions	2	71
Regulations not on review schedules		4
Regulations transferred to different departments late 1999		16
TOTALS	**370**	**1197**

Total Regulations from 1996	1197
Total Regulations Repealed	-272
New regulations added since 1996	+60
Current Number of Regulations	**985**

Glossary of Terms

1. Regulations from 1996 scheduled to be reviewed: This is the number of regulations in effect in December 1995 which were identified in the first work plans submitted by the Ministries to the Regulatory Reform Task Force.

2. Regulations reviewed and re-enacted: Each regulation was reviewed and re-enacted under a new regulation with an expiry date written into it. In some cases two or more regulations were combined into one regulation. Any regulation receiving a compliance certificate is counted as being reviewed even though its filing with Legislative Counsel may be pending.

3. Regulations repealed: These regulations were repealed entirely.

4. Regulations to be completed in 2000: These are regulations where the review was begun in 1999, but will be completed in 2000.

5. Regulations deferred: The reviews of these regulations were originally scheduled for the year of the current status report, but were not begun in that year. The reviews are to be started and completed in the year to which they have been deferred.

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The Ministry's own regulatory sunset plan supports the work of the Regulatory Review Secretariat, outlining a number of Ministry regulations that are scheduled for review from 1999 to 2001. The result will be a reduction in the number of regulations the Ministry administers, and more effective regulation where it is needed. This will contribute to the provincial government's goal to eliminate all unnecessary regulation. The Ministry is committed to reviewing the remaining regulations on an ongoing basis and has added this as a core business in future business plans.

Future Challenges

One of the key reasons for assessing actions and measuring results is to identify areas in which performance improvements are needed. This is a part of the ongoing process of improving access and delivery of services.

Preparing our system for the future

One of the key challenges facing Alberta Government Services over the next several years is the redevelopment of the legacy systems– the motor vehicles registry, the land titles registry and the personal property registry. As the demand for our services continues to grow, it is important to ensure that we have the capacity to respond to information requirements. Government Services will seek new and innovative ways to meet this challenge in the coming years.

Leading the one-window access to services

With Innovation and Science, Alberta Government Services took a leadership role in encouraging and developing a cross-government initiative to improve service delivery to Albertans. The vision of nine ministries has been integrated into a project to establish the business case for a "one-window" point of access to government services. The total cost to implement this strategy has been estimated to be as high as $60 million. The next phase of the project will involve the development of an implementation strategy, an Alberta One-Window website, establishing pilot transactional services, and identification of options for a public-private partnership model to finance such a major project.

Responding to changes in the marketplace

Government Services will continue to work with other government entities and industry to ensure consumers are adequately informed and empowered as they deal with changes in the marketplace such as electronic commerce, deregulation of the electrical industry and other risks and challenges associated with the global marketplace.

AUDITOR GENERAL
Alberta

Report of the Auditor General on the Results of Applying Specified Auditing Procedures to Key Performance Measures

To the Members of the Legislative Assembly:

I have performed the following procedures in connection with the Ministry of Government Services key performance measures included in the *Government Services Annual Report for the fiscal year ended March* 31, 2000, presented on pages 20-22 and 27-28.

1. Information obtained from an independent source was agreed with the information supplied by the stated source. Information provided internally was agreed to the reports from the systems used to develop the information.
2. The calculations which converted source information into reported measures were tested.
3. The appropriateness of the description of each measure's methodology was assessed.

As a result of applying the above procedures, I found no exceptions. However, these procedures do not constitute an audit of the key performance measures and therefore I express no opinion on the key performance measures included in the *Government Services Annual Report of the fiscal year ended March* 31, 2000.

Peter Valentine

FCA
Auditor General
Edmonton, Alberta

July 31, 2000

Financial Statements

Ministry of
Government Services

March 31, 2000

Auditor's Report

Statement of Operations

Statement of Changes in Financial Position

Statement of Financial Position

Notes to the Financial Statements

Schedule of Revenues

Schedule of Dedicated Revenue Initiatives

Schedule of Expense Detailed by Object

Schedule of Budget

Schedule of Comparison of Expenses by Element to Authorized Budget

Schedule of Salary and Benefits

Schedule of Related Party Transactions

AUDITOR GENERAL
Alberta

AUDITOR'S REPORT

To the Members of the Legislative Assembly

I have audited the statement of financial position of the Ministry of Government Services as at March 31, 2000 and the statements of operations and changes in financial position for the year then ended. These financial statements are the responsibility of the management of the Ministry. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

The Ministry is required to follow the corporate government accounting policies and reporting practices established by Alberta Treasury, including the following policy that is an exception from generally accepted accounting principles. As disclosed in Schedule 7, supplies and services, estimated at $2.9 million, incurred in the operation of the Ministry have not been included in the Ministry's expenses. These costs are recorded by government departments that paid the expenses on behalf of the Ministry.

In my opinion, except for the effects of the matter discussed in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of the Ministry as at March 31, 2000, and the results of its operations and the changes in its financial position for the year then ended in accordance with generally accepted accounting principles.

Peter Valentine

FCA
Auditor General
Edmonton, Alberta

May 24, 2000

MINISTRY OF GOVERNMENT SERVICES
STATEMENT OF OPERATIONS
For the year ended March 31, 2000
(thousands of dollars)

	2000		1999
	Budget (Schedule 4)	Actual	Actual
Revenues (Schedules 1 and 2)			
Premiums, fees, and licences	$ 283,491	$ 287,815	$ 290,728
Other revenue	50	306	159
	283,541	288,121	290,887
Expenses			
Voted (Schedules 2, 3 and 5)			
Ministry support services	6,049	5,707	5,572
Consumer Affairs	5,856	5,551	6,586
Registries information and distribution	33,967	35,229	38,484
	45,872	46,487	50,642
Statutory (Schedules 3 and 5)			
Registries information and distribution	400	162	57
Valuation adjustments			
Provision for doubtful accounts	-	3	142
Provision for vacation pay	-	300	300
	-	303	442
Total Expenses	46,272	46,952	51,141
Loss on disposal of capital assets	-	-	10
Write down of capital assets	-	1,285	-
Net operating results	$ 237,269	$ 239,884	$ 239,736

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF GOVERNMENT SERVICES
STATEMENT OF CHANGES IN FINANCIAL POSITION
For the year ended March 31, 2000
(thousands of dollars)

	2000 Actual	1999 Actual
Operating transactions:		
Net operating results	$ 239,884	$ 239,736
Non-cash charges		
Amortization	1,770	2,831
Loss on disposal of capital assets	-	10
Write down of capital assets	1,285	-
Valuation adjustments	303	442
	243,242	243,019
(Increase) decrease in accounts receivable	4,627	(186)
(Decrease) increase in accounts payable and accrued liabilities	(2,587)	1,877
Decrease in unearned revenues	(4,309)	(3,773)
Cash provided by operating transactions	240,973	240,937
Investing transactions:		
Purchases of capital assets (Schedule 5)	(1,309)	(1,391)
Transfer of capital assets to Municipal Affairs	451	-
Cash used for investing transactions	(858)	(1,391)
Financing transactions:		
Net transfer to general revenues	(243,636)	(234,936)
Net cash (used) provided	(3,521)	4,610
Cash at beginning of year	46,494	41,884
Cash at end of year	$ 42,973	$ 46,494

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF GOVERNMENT SERVICES
STATEMENT OF FINANCIAL POSITION
As at March 31, 2000
(thousands of dollars)

	2000	1999
ASSETS		
Cash	$ 42,973	$ 46,494
Accounts receivable (Note 4)	4,984	9,614
Capital assets (Note 6)	4,460	6,657
	$ 52,417	$ 62,765
LIABILITIES		
Accounts payable and accrued liabilities	$ 17,467	$ 19,754
Unearned revenues	125,686	129,995
	143,153	149,749
NET LIABILITIES		
Net liabilities at beginning of year (Note 3)	(86,984)	(91,784)
Net operating results	239,884	239,736
Net transfer to general revenues	(243,636)	(234,936)
Net liabilities at end of year	(90,736)	(86,984)
	$ 52,417	$ 62,765

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF GOVERNMENT SERVICES
NOTES TO THE FINANCIAL STATEMENTS
March 31, 2000

Note 1 **Authority and Purpose**

The Ministry of Government Services operates under the authority of the Government Organization Act, Statutes of Alberta.

The Ministry ensures a fair marketplace, guarantees a high quality and accessible registry information service for Albertans, and is committed to effectiveness and affordability in the delivery of its services.

Note 2 **Summary of Significant Accounting Policies and Reporting Practices**

These financial statements are prepared in accordance with the following accounting policies that have been established by government for all departments. The recommendations of the Public Sector Accounting Board of the Canadian Institute of Chartered Accountants are the primary source for the disclosed basis of accounting. Recommendations of the Accounting Standards Board of the Canadian Institute of Chartered Accountants, other authoritative pronouncements, accounting literature, and published financial statements relating to either the public sector or analogous situations in the private sector are used to supplement the recommendations of the Public Sector Accounting Board where it is considered appropriate.

(a) Reporting Entity

The reporting entity is the Ministry of Government Services for which the Minister of Government Services is accountable.

The Ministry Annual Report provides a more comprehensive accounting of the results of the Ministry's operations for which the Minister is accountable.

All departments of the Government of Alberta operate within the General Revenue Fund (the Fund). The Fund is administered by the Provincial Treasurer. All cash receipts of departments are deposited into the Fund and all cash disbursements made by departments are paid from the Fund. Net transfer to/from General Revenues is the difference between all cash receipts and all cash disbursements made.

(b) Basis of Financial Reporting

Revenues

All revenues are reported on the accrual method of accounting. Cash received for which goods or services have not been provided by year end is recorded as unearned revenues.

Dedicated revenue

Dedicated revenue initiatives provide a basis for authorizing spending. Dedicated revenues must be shown as credits or recoveries in the details of the Government Estimates for a supply vote. If actual dedicated revenues are less than budget and total voted expenses are not reduced by an amount sufficient to cover the deficiency in dedicated revenues, the following year's voted expenses are encumbered. If actual dedicated revenues exceed budget, the Ministry may, with the approval of the Treasury Board, use the excess revenue to fund additional expenses on the program. Schedule 2 discloses information on the Ministry's dedicated revenue initiatives.

Note 2 **Summary of Significant Accounting Policies and Reporting Practices (continued)**

Expenses

Expenses represent the cost of resources consumed during the year on the Ministry's operations. Expenses include amortization of capital assets.

Pension costs included in these statements comprise the cost of employer contributions for current service of employees during the year and additional employer contributions for service relating to prior years.

Certain expenses, primarily for office space, legal advice, and banking services, incurred on behalf of the Ministry by other Ministries are not reflected in the Statement of Operations. Schedule 7 discloses information on these related party transactions.

Valuation Adjustments

Valuation adjustments include changes in the valuation allowances used to reflect financial assets at their net recoverable or other appropriate value. Valuation adjustments also represent the change in management's estimate of future payments arising from obligations relating to vacation pay.

Assets

Financial assets of the Ministry are limited to financial claims on receivables from other organizations, employees and other individuals.

Assets acquired by right are not included. Capital assets of the Ministry are recorded at historical cost and are amortized on a straight-line basis over the estimated useful lives of the assets. The threshold for capitalizing new systems development is $100,000 and the threshold for all other capital assets is $15,000.

Liabilities

Liabilities represent all financial claims payable by the Ministry at fiscal year end.

Net Assets/Liabilities

Net assets/net liabilities represents the difference between the value of assets held by the Ministry and its liabilities.

Note 3 Reorganization

The Ministry of Government Services was created as a result of a major reorganization announced by the government on May 25, 1999.

The Ministry of Municipal Affairs' responsibility for Consumer Affairs, and Registries Information and Distribution and the Ministry of Treasury's responsibility for the Regulatory Review Secretariat were transferred to the newly established Ministry of Government Services.

These financial statements have been prepared as though the Ministry of Government Services had always existed since existing programs were transferred from other Ministries into this newly created Ministry. As a result the 1999 comparatives have also been reported.

Net liabilities, as at March 31, 1998, of $91,784,000 were transferred from the Ministry of Municipal Affairs to the Ministry of Government Services.

Note 4 Accounts Receivable

	Gross Amount	Allowance for Doubtful Accounts	2000 Net Realizable Value	1999 Net Realizable Value
		(thousands of dollars)		
Premiums, fees and licences	$ 5,209	$ (225)	$ 4,984	$ 9,614

Accounts receivable are unsecured and non-interest bearing.

Note 5 Valuation of Financial Assets and Liabilities

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of accounts receivable, accounts payable and accrued liabilities and unearned revenues are estimated to approximate their book values.

Note 6 **Capital Assets**

	Estimated Useful Life	Cost	Accumulated Amortization	2000 Net Book Value	1999 Net Book Value
		(thousands of dollars)			
Equipment	10 years	$ 1,424	$ (1,225)	$ 199	$ 299
Computer Hardware and Software	5 years	27,828	(23,567)	4,261	6,358
		$ 29,252	$ (24,792)	$ 4,460	$ 6,657

Note 7 **Commitments**

The Ministry entered into contractual agreements with various parties with aggregate future commitments amounting to $21,461,000 (1999 - $33,591,500).

Commitments due are shown as follows:

2000-01	$ 13,431,000
2001-02	7,912,000
2002-03	118,000
	$21,461,000

Note 8 **Contingencies**

At March 31, 2000, the Ministry is a defendant in 2 legal claims amounting to $600,000 (1999 – 2 legal claims amounting to $600,000).

The resulting loss, if any, from these claims cannot be determined.

Note 9 Pensions

The Ministry participates in the multiemployer pension plans, Management Employees Pension Plan and Public Service Pension Plan. The Ministry also participates in the multiemployer Supplementary Retirement Plan for Public Service Managers established by the government effective July 1, 1999. The expense for these pension plans is equivalent to the annual contributions of $820,900 for the year ended March 31, 2000 (1999 - $755,300).

Effective January 1, 1999, the Ministry's contribution to the Public Service Pension Plan was reduced by .3% of pensionable salaries.

At December 31, 1999, the Management Employees Pension Plan reported a surplus of $46,019,000 (1998 - $4,355,000) and the Public Service Pension Plan reported a surplus of $517,020,000 (1998 - $406,445,000). At December 31, 1999, the Supplementary Retirement Plan for Public Service Managers had a surplus of $33,000.

Note 10 Trust Funds Under Administration

The Ministry administers trust funds that are regulated funds consisting of public money over which the Legislature has no power of appropriation. Because the Province has no equity in the funds and administers them for the purposes of various trusts, they are not included in the Ministry's financial statements.

As at March 31, 2000, trust funds under administration were as follows:

	2000	1999
	(thousands of dollars)	
Collection Practices Trust Account	$ 30	$ 52
Miscellaneous trust funds	153	73
	$ 183	$ 125

Note 11 Approval of Financial Statements

The financial statements were approved by the Senior Financial Officer and the Deputy Minister.

Schedule 1

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE OF REVENUES
For the year ended March 31, 2000
(thousands of dollars)

	2000		1999
	Budget	Actual	Actual
Premiums, fees and licences			
Land titles	$ 66,544	$ 56,469	$ 61,612
Motor vehicles	188,748	200,252	196,164
Business Corporations Act	12,774	13,174	14,137
Personal property registry	10,846	10,643	11,353
Land related information services	999	3,375	3,250
Vital statistics	2,400	2,611	2,755
Marriage licenses	720	748	762
Licensing of businesses and trades	235	284	357
Name changes	225	214	282
Other	-	45	56
	283,491	287,815	290,728
Other Revenue			
Refunds of expenditure	-	28	11
Miscellaneous	50	278	148
	50	306	159
	$ 283,541	$ 288,121	$ 290,887

MINISTRY OF GOVERNMENT SERVICES

SCHEDULE OF DEDICATED REVENUE INITIATIVES

For the year ended March 31, 2000

Schedule 2

(thousands of dollars)

	2000		1999
	Authorized Budget	Actual	Actual
Registries One Part Licence			
Dedicated revenue	$ (2,883)	$ (2,863)	$ (2,868)
Expense	2,883	2,863	2,868
Net expense	-	-	-
Consumer Affairs			
Dedicated revenue	(235)	(327)	(401)
Expense	861	263	1,397
Net expense	626	(64)	996
Total			
Dedicated revenue	(3,118)	(3,190)	(3,269)
Expense	3,744	3,126	4,265
Net expense	$ 626	$ (64)	$ 996

Registry One Part Licence

The revenue generated from motor vehicle administration fees covers the associated costs.

Consumer Affairs

Annual revenues are largely generated from fees involving the licensing of businesses and trades. These revenues cover the costs related to the administration of these activities.

Schedule 3

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE OF EXPENSE DETAILED BY OBJECT
For the year ended March 31, 2000
(thousands of dollars)

	2000		1999
	Budget [a]	Actual	Actual
Voted:			
Salaries, wages and employee benefits	$ 16,841	$ 16,178	$ 16,233
Supplies and services	20,934	24,249	26,546
Supplies and services from support service arrangement with the Ministry of Municipal Affairs [b]	5,377	4,199	4,938
Grants	40	30	48
Other	45	61	46
Amortization of capital assets	2,635	1,770	2,831
Total voted expenses	$ 45,872	$ 46,487	$ 50,642
Statutory:			
Personal property security claims	$ 100	$ 15	$ 46
Registrar's assurance claims	300	147	11
	$ 400	$ 162	$ 57

(a) Effective April 1, 1999 the Ministry was created as a result of a major reorganization and other transfers of responsibility announced by the government during the year. This budget results from the restatement of the 1999-2000 Government estimates, that were approved on April 29, 1999, for both the major reorganization and transfers of responsibility authorized during the year. The breakdown of expenses by object is based on management's best estimate. The budget of $45,872,000 for voted operating expenses was increased by $650,000 to $46,522,000 with the approval of supplementary estimates on December 9, 1999 and March 14, 2000.

(b) The Ministry receives financial and administrative services from the Ministry of Municipal Affairs.

MINISTRY OF GOVERNMENT SERVICES

BUDGET

For the year ended March 31, 2000

Schedule 4

(thousands of dollars)

	1999-2000 Estimates Restated (a)	Authorized Supplementary (b)	1999-2000 Authorized Budget
Revenues			
Premiums, fees, and licences	$ 283,491	$ -	$ 283,491
Other revenue	50	-	50
	283,541	-	283,541
Expenses			
Voted			
Departmental support services	6,049	135	6,184
Consumer Affairs	5,856	-	5,856
Registries information and distribution	33,967	515	34,482
	45,872	650	46,522
Statutory			
Registries information and distribution	400	-	400
Total expenses	46,272	650	46,922
Net operating results	$ 237,269	$ (650)	$ 236,619
Capital investment	$ 1,736	$ 761	$ 2,497

(a) Effective April 1, 1999 the Ministry was created as a result of a major reorganization and other transfers of responsibility announced by the government during the year. This budget results from the restatement of the 1999-2000 Government estimates, that were approved on April 29, 1999, for both the major reorganization and transfers of responsibility authorized during the year.

(b) Supplementary estimates were approved on December 9, 1999 and March 14, 2000.

Schedule 5

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE OF COMPARISON OF EXPENSES BY ELEMENT TO AUTHORIZED BUDGET
For the year ended March 31, 2000
(thousands of dollars)

	1999-2000 Estimates Restated [a]	Authorized Supplementary [b]	1999-2000 Authorized Budget	1999-2000 Actual Expenses	Unexpended (Over Expended)
Voted Expenses					
Ministry Support Services					
Minister's Office	$ 270	$ -	$ 270	$ 248	$ 22
Deputy Minister's Office	260	-	260	282	(22)
Support Services	5,519	135	5,654	5,177	477
	6,049	135	6,184	5,707	477
Consumer Affairs					
Division Support					
-Operating expense	1,062	-	1,062	876	186
-Capital investment	36	-	36	96	(60)
Consumer Programs	4,794	-	4,794	4,675	119
	5,892	-	5,892	5,647	245
Registries Information and Distribution					
Division Support	170	-	170	178	(8)
Registration					
-Operating expense	29,247	515	29,762	30,662	(900)
-Capital investment	1,700	761	2,461	1,213	1,248
Business Development and Registries Agent Support	4,550	-	4,550	4,389	161
	35,667	1,276	36,943	36,442	501
Total Voted Expenses	$ 47,608	$ 1,411	$ 49,019	$ 47,796	$ 1,223
Program Operating Expense	$ 45,872	$ 650	$ 46,522	$ 46,487	$ 35
Program Capital Investment	1,736	761	2,497	1,309	1,188
Total Voted Expenses	$ 47,608	$ 1,411	$ 49,019	$ 47,796	$ 1,223
Statutory Expenses					
Personal Property Security Judgements	$ 100	$ -	$ 100	$ 15	$ 85
Registrar's Assurance Liabilities	300	-	300	147	153
	$ 400	$ -	$ 400	$ 162	$ 238

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE OF COMPARISON OF EXPENSES BY ELEMENT
TO AUTHORIZED BUDGET
For the year ended March 31, 2000
(thousands of dollars)

Schedule 5

(Continued)

(a) Effective April 1, 1999 the Ministry was created as a result of a major reorganization and other transfers of responsibility announced by the government during the year. This budget results from the restatement of the 1999-2000 Government estimates, that were approved on April 29, 1999, for both the major reorganization and transfers of responsibility authorized during the year.

(b) Supplementary estimates were approved on December 9, 1999 and March 14, 2000.

MINISTRY OF GOVERNMENT SERVICES

SCHEDULE OF SALARY AND BENEFITS

Schedule 6

For the year ended March 31, 2000

	2000			1999
	Salary [2]	Benefits and Allowances [3]	Total	Total
CURRENT EXECUTIVES [1]				
Senior Official				
Deputy Minister [4]	$ 153,696	$ 32,313	$ 186,009	$176,073
Executives				
Assistant Deputy Minister:				
Alberta Registry Services	97,052	15,270	112,322	103,378
Acting Assistant Deputy Minister:				
Consumer and Corporate Services [5]	18,675	3,133	21,808	-
FORMER EXECUTIVES [1]				
Assistant Deputy Minister:				
Regulatory and Strategic Services [6]	116,290	21,125	137,415	128,392

(1) Prepared in accordance with Treasury Board Directive 12/98. The schedule includes the salary and benefits of:

Current Executives:

This includes the salary and benefits of the last incumbent. Where the last incumbent has held the position for part of the year, their salary and benefits as an executive in previous positions within the government reporting entity are also included.

Former Executives:

This includes the salary and benefits of former executives who left the government during the year or who no longer hold an executive position with the government.

(2) Salary includes regular base pay, bonuses, overtime, lump sum payments and honoraria.

(3) Benefits and allowances include the government's share of all employee benefits and contributions or payments made on behalf of the employees including pension, health care, dental coverage, group life insurance, long term disability plans, lump sum vacation payouts, professional memberships and tuition.

(4) Automobile provided, no dollar amount included in benefits and allowances figures.

(5) Effective February 7, 2000 incumbent assumed position.

(6) Effective December 6, 1999 assumed position and subsequently resigned from government effective February 15, 2000.

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE OF RELATED PARTY TRANSACTIONS
For the year ended March 31, 2000
(thousands of dollars)

Schedule 7

Related parties are those entities consolidated in the Province of Alberta's financial statements. Related parties also include management in the Ministry.

The Ministry and its employees paid certain taxes and fees set by regulation for permits, licenses and other charges. These amounts were incurred in the normal course of business, reflect charges applicable to all users, and have been excluded from this schedule.

The Ministry had the following transactions with related parties recorded at the amount of consideration agreed upon between the related parties:

	Other Government Entities	
	2000	1999
Expenses		
Supplies and services	$ 974	$ 1,569
Transfer of capital assets to the Ministry of Municipal Affairs	$ 451	$ -

Schedule 3 to the financial statements is reporting $4,199 (1999 - $4,938) of expenses related to a support service arrangement with the Ministry of Municipal Affairs.

During the year the Ministry collected $49,979 on behalf of the Ministries of Infrastructure and Justice. Of this amount the Ministry of Justice reports $22,653 as trust funds under administration.

The Ministry also had the following transactions with related parties for which no consideration was exchanged. The amounts for these related party transactions are estimated based on the costs incurred by the service provider to provide the service. These amounts are not recorded in the financial statements.

	Other Government Entities	
	2000	1999
Expenses		
Supplies and services	$2,868	$ 2,832

Other Financial Information

There were four write-offs of receivable accounts in 1999-2000 in the amount of $16,523.99.

Acts Administered by Alberta Government Services

Agricultural and Recreational Land Ownership Act (Foreign Ownership of Land Regulation)

Business Corporations Act

Cemeteries Act

Cemetery Companies Act

Change of Name Act

Charitable Fund-Raising Act

Companies Act

Condominium Property Act

Co-operative Associations Act

Debtors' Assistance Act

Dower Act

Fair Trading Act

Franchises Act

Funeral Services Act

Garagemen's Lien Act

Land Titles Act

Law of Property Act

Marriage Act

Mobile Home Sites Tenancies Act

Partnership Act

Personal Property Security Act

Possessory Liens Act

Real Estate Act

Religious Societies' Land Act

Residential Tenancies Act

Societies Act

Vital Statistics Act

Warehousemen's Lien Act

Woodmen's Liens Act

Index of all Government Entities

Entities included in the Consolidated Government Reporting Entity

Ministry, Department, Fund or Agency	Ministry Annual Report
Agriculture Financial Services Corporation	Agriculture, Food and Rural Development
Alberta Agricultural Research Institute	Innovation and Science
Alberta Alcohol and Drug Abuse Commission	Health and Wellness
Alberta Dairy Control Board	Agriculture, Food and Rural Development
Alberta Energy and Utilities Board	Resource Development
Alberta Foundation for the Arts	Community Development
Alberta Gaming and Liquor Commission	Gaming
Alberta Government Telephones Commission, The	Treasury
Alberta Heritage Foundation for Medical Research Endowment Fund	Treasury
Alberta Heritage Savings Trust Fund	Treasury
Alberta Heritage Scholarship Fund	Treasury
Alberta Historical Resources Foundation, The	Community Development
Alberta Informatics Circle of Research Excellence Inc.	Innovation and Science
Alberta Insurance Council	Treasury
Alberta Municipal Financing Corporation	Treasury
Alberta Oil Sands Technology and Research Authority	Innovation and Science
Alberta Opportunity Company	Agriculture, Food and Rural Development
Alberta Pensions Administration Corporation	Treasury
Alberta Petroleum Marketing Commission	Resource Development
Alberta Research Council Inc.	Innovation and Science
Alberta Risk Management Fund	Treasury
Alberta School Foundation Fund	Learning
Alberta Science, Research and Technology Authority	Innovation and Science
Alberta Securities Commission	Treasury
Alberta Social Housing Corporation	Community Development
Alberta Sport, Recreation, Parks and Wildlife Foundation	Community Development
Alberta Treasury Branches	Treasury
ATB Investment Services Inc.	Treasury
Awasak Child and Family Services Authority	Children's Services
Calgary Rocky View Child and Family Services Authority	Children's Services
Child and Family Services Authority – Region 13	Children's Services
Child and Family Services Authority – Region 14	Children's Services
Credit Union Deposit Guarantee Corporation	Treasury
Crop Reinsurance Fund of Alberta	Agriculture, Food and Rural Development
Department of Agriculture, Food and Rural Development	Agriculture, Food and Rural Development
Department of Children's Services	Children's Services
Department of Community Development	Community Development
Department of Environment	Environment

* Ministry includes only the department so separate department financial statements are not necessary

Entities included in the Consolidated Government Reporting Entity (contd)

Ministry, Department, Fund or Agency	Ministry Annual Report
Department of Gaming	Gaming
Department of Health and Wellness	Health and Wellness
Department of Innovation and Science	Innovation and Science
Department of Justice	Justice
Department of Learning	Learning
Department of Resource Development	Resource Development
Department of Treasury	Treasury
Diamond Willow Child and Family Services Authority	Children's Services
Environmental Protection and Enhancement Fund	Environment
Gainers Inc.	Treasury
Government House Foundation, The	Community Development
Hearthstone Child and Family Services Authority	Children's Services
Historic Resources Fund	Community Development
Human Rights, Citizenship and Multiculturalism Education Fund	Community Development
Keystone Child and Family Services Authority	Children's Services
Lottery Fund	Gaming
Ma'Mowe Capital Region Child and Family Services Authority	Children's Services
Metis Settlements Child and Family Services Authority	Children's Services
Ministry of Agriculture, Food and Rural Development	Agriculture, Food and Rural Development
Ministry of Children's Services	Children's Services
Ministry of Community Development	Community Development
Ministry of Economic Development[1]	Economic Development
Ministry of Environment	Environment
Ministry of Executive Council [1]	Executive Council
Ministry of Gaming	Gaming
Ministry of Government Services[1]	Government Services
Ministry of Health and Wellness	Health and Wellness
Ministry of Human Resources and Employment[1]	Human Resources and Employment
Ministry of Infrastructure[1]	Infrastructure
Ministry of Innovation and Science	Innovation and Science
Ministry of International and Intergovernmental Relations[1]	International and Intergovernmental Relations
Ministry of Justice	Justice
Ministry of Learning	Learning
Ministry of Municipal Affairs[1]	Municipal Affairs
Ministry of Resource Development	Resource Development
Ministry of Treasury	Treasury
N.A. Properties (1994) Ltd.	Treasury
Natural Resources Conservation Board	Environment
Neegan Awas'sak Child and Family Services Authority	Children's Services
Persons with Developmental Disabilities Calgary Region Community Board	Health and Wellness
Persons with Developmental Disabilities Central Alberta Community Board	Health and Wellness

[1] Ministry includes only the department so separate department financial statements are not necessary.

Entities included in the Consolidated Government Reporting Entity (contd)

[1] Ministry includes only the department so separate department financial statements are not necessary.

Ministry, Department, Fund or Agency	Ministry Annual Report
Persons with Developmental Disabilities Edmonton Community Board	Health and Wellness
Persons with Developmental Disabilities Foundation	Health and Wellness
Persons with Developmental Disabilities Michener Centre Facility Board	Health and Wellness
Persons with Developmental Disabilities Northeast Alberta Community Board	Health and Wellness
Persons with Developmental Disabilities Northwest Alberta Community Board	Health and Wellness
Persons with Developmental Disabilities Provincial Board	Health and Wellness
Persons with Developmental Disabilities South Alberta Community Board	Health and Wellness
Ribstone Child and Family Services Authority	Children's Services
S C Financial Ltd.	Treasury
Sakaigun Asky Child and Family Services Authority	Children's Services
Sakaw Askiy Child and Family Services Authority	Children's Services
Silver Birch Child and Family Services Authority	Children's Services
Southeast Alberta Child and Family Services Authority	Children's Services
Sun Country Child and Family Services Authority	Children's Services
Supplementary Retirement Plan Reserve Fund	Treasury
Victims of Crime Fund	Justice
West Yellowhead Child and Family Services Authority	Children's Services
Wild Rose Foundation, The	Community Development
Windsong Child and Family Services Authority	Children's Services

Entities not included in the Consolidated Government Reporting Entity

Fund or Agency	Ministry Annual Report
Alberta Cancer Board	Health and Wellness
Alberta Heritage Foundation for Medical Research	Innovation and Science
Alberta Mental Health Board	Health and Wellness
Alberta Teachers' Retirement Fund Board	Learning
Improvement Districts Trust Account	Municipal Affairs
Local Authorities Pension Plan	Treasury
Long-Term Disability Income Continuance Plan -Bargaining Unit	Human Resources and Employment
Long-Term Disability Income Continuance Plan -Management, Opted Out and Excluded	Human Resources and Employment
Management Employees Pension Plan	Treasury
Provincial Judges and Masters in Chambers Pension Plan	Treasury
Public Post Secondary Institutions	Learning
Public Service Management (Closed Membership) Pension Plan	Treasury
Public Service Pension Plan	Treasury
Regional Health Authorities	Health and Wellness
School Boards	Learning
Special Areas Trust Account	Municipal Affairs
Special Forces Pension Plan	Treasury
Universities Academic Pension Plan	Treasury
Workers' Compensation Board	Human Resources and Employment

Government Organization Changes: 1999-2000

Appendix 3

This schedule gives a road map of the major program/entity changes as a result of the government reorganizations in 1999-2000. The left column identifies the ministries after the government reorganizations. Some ministries are new, merged or renamed. The center column identifies the major programs/ entities in which there was a change in administration to the reorganized ministries. The right column identifies which Ministry these programs/entities were located in before the government reorganizations.

Ministry	Program/Entity Changes	Previous Location
Agriculture, Food & Rural Development	• Alberta Opportunity Company	Economic Development
Children's Services (New)	• Social Support to Families With Children • Family & Community Support Services • Handicapped Children's Service & Daycare	Former Family & Social Services
Community Development	• Francophone Secretariat • Protection for Persons in Care • Housing & Alberta Social Housing Corporation	Former Intergovernmental & Aboriginal Affairs Former Family & Social Services Municipal Affairs
Economic Development	• Foreign Agriculture Marketing	Agriculture, Food & Rural Development
Executive Council	• Government Protocol	Former Intergovernmental & Aboriginal Affairs
Gaming (New)	• Community Lottery Grant Program • Lottery Fund and some Lottery Funded Programs • Alberta Gaming and Liquor Commission	Community Development Economic Development
Government Services (New)	• Consumer & Corporate Services and Registry Services • Regulatory Review	Municipal Affairs Treasury
Health & Wellness (Formerly Health)	• Alberta Alcohol & Drug Abuse Commission • Services to Persons with Development Disabilities	Community Development Former Family & Social Services
Human Resources & Employment (New)	• Income Support to Individuals & Families • Employment & Training Support • Supports to Dependent Adults	Former Family & Social Services
	• Workplace Services • Labour Relations	Former Labour
	• Personnel Administration Office • Career Development • Labour Market Development Agreement	Former Advanced Education & Career Development
Infrastructure (Merger of Public Works, Supply & Services and Transportation & Utilities)	• School & Post-Secondary Facilities	Former Education and Advanced Education & Career Development

Ministry	Program/Entity Changes	Previous Location
Innovation & Science (Formerly Science, Research & Information Technology)	• Alberta Agricultural Research Institute	Agriculture, Food & Rural Development
	• Information Technology Services	Former Public Works, Supply and Services
	• University Research Excellence	Former Advanced Education & Career Development
	• University Intellectual Infrastructure (now in University Research Investments)	Former Advanced Education & Career Development
	• Technology Commercialization Initiatives	Economic Development
Justice	• Mediation Services	Former Family & Social Services
Municipal Affairs	• Safety Services	Former Labour
	• Freedom of Information & Protection of Privacy	Former Labour
	• Disaster Services	Former Transportation & Utilities
Resource Development (Formerly Energy)	• Northern Development	Executive Council
	• Forest Products Development	Economic Development & Environment
Treasury	• Employment Pensions	Former Labour

Other Renamed or Merged Ministries

Environment (formerly Environmental Protection)

International and Intergovernmental Relations (formerly Intergovernmental & Aboriginal Affairs)

Learning (merger of Education and Advanced Education & Career Development)